

Provider Portal Talking Points for Subsidy Partners



Provider Portal benefits:

- ⇒ Easy online access to vouchers & attendance rosters
- ⇒ Online update capability for Provider information (for example, private-pay rate)
- ⇒ LESS PAPER! NO SWIPING! NO POS Machine!
- ⇒ No individual county contracts, once enrolled Providers can serve children in any county in NC!
- ⇒ Payments directly to checking or savings account!

When speaking with Providers, Subsidy Partners should remind them of the points below. They offer a **high-level summary** of the Provider materials on the Division of Child Development and Early Education (DCDEE) website (http://ncchildcare.nc.gov/general/mb_NCFast.asp). Additional materials are posted regularly, so please encourage Providers to check the website's NC FAST page at least monthly. Detailed training will be released for the Provider Portal beginning in May.

- Providers should review all Provider materials on the DCDEE website (NC FAST page), including:
 - ⇒ Provider Preparation Guide
 - ⇒ Provider Readiness Checklist
 - ⇒ Provider Bulletins
 - ⇒ Provider Job Aids
- Providers must **obtain regular internet access** if not already established.
- In **March-May**, Providers must obtain a Business NCID for each staff member who will access the Provider Portal and determine each staff member's Provider Portal role (Provider User or Provider Director). They must then designate one staff member to communicate these to the County LPA. Providers should review the **Creating and Linking your NCID Job Aid as well as the Provider Preparation Guide for more detail**.
 - ⇒ If Providers experience technical issues while trying to obtain an NCID, they should contact **North Carolina Department of Information Technology at 800-722-3946** or its.incidents@its.nc.gov.
- In **May**, Providers must obtain a bank savings/checking account if not already established, and set up direct deposit through FIS Merchant Services. **Providers should look for a postcard on this in early-May.**
 - ⇒ If Providers have questions while attempting to set up direct deposit, they may contact **FIS Merchant Services at 800-894-0050**.
- Between **July and October**, after their accounts are linked in NC FAST, Providers will need to enroll in the Provider Portal. Providers' enrollment timeline will differ by county, as **detailed in the Provider Preparation Guide and the May Provider Bulletin**.
 - ⇒ NC FAST will be establishing a Provider Help Desk with the go-live of the Provider Portal, and contact information will be released in May.
- Between **October of this year and January 2017**, after they are enrolled in the Provider Portal, Providers will need to accept vouchers and enter attendance in the Provider Portal. Providers' timelines for these things will differ by county, as detailed in the Provider Preparation Guide and the May Provider Bulletin.